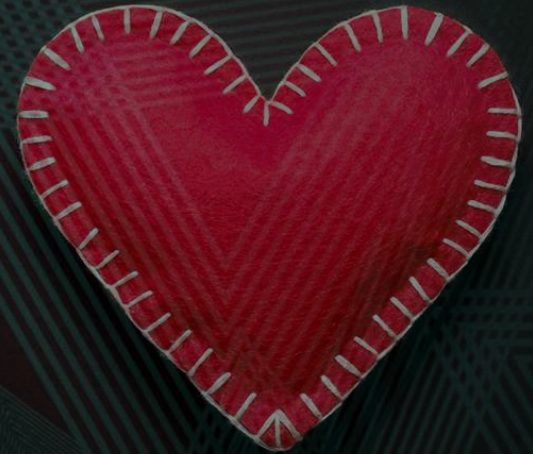


High-Performing Quality Leaders: Partnership with Nursing

NHA QI Residency
September 2023

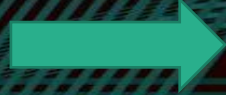


Presented By:
Chandra Anderson MBA, MSN, RN, CNML

OBJECTIVES



ESTABLISHING A
CULTURE OF
QUALITY



BUILDING
PARTNERSHIPS



SUSTAINABILITY



Culture of Quality

***What Does
this
Truly Mean?***

***Your organization literally lives
and breathes, this mission!***

QUALITY IS ENGRAINED IN YOUR CULTURE

People identify broken processes and want to help fix it

Your quality language is being spoken - lingo

Accountability emerges amongst Peers

There is an understanding of the value of quality projects

All disciplines are involved and contributing- Engaged!

HOW DO YOU GET THERE?



BUILD A FOUNDATION

Quality Plan:

- Your Quality Mission
- Regulatory Requirements
- Committee Structure

Committees:

- Heartbeat of your program
- Focus your organization
- Drive engagement and interdisciplinary collaboration
- Create momentum through action!

Reporting:

- Incident Reporting
- State/ Federal Reporting
- Safety Culture – Just Culture - Accountability

THIS IS A JOURNEY.....



Building Partnerships

WHO ARE YOUR
KEY
STAKEHOLDERS?

STAKEHOLDERS

```
graph TD; A[STAKEHOLDERS] --- B[BOARD OF DIRECTORS]; B --- C[LEADERSHIP TEAM]; C --- D[CLINICAL STAFF]; D --- E[NON-CLINICAL STAFF]; E --- F[COMMUNITY]; C --> B; D --> B;
```

BOARD OF DIRECTORS

LEADERSHIP TEAM



CLINICAL STAFF



NON-CLINICAL STAFF

COMMUNITY

STAKEHOLDERS



BOARD OF
DIRECTORS
OVERSEE QUALITY
PROGRAM

LEADERSHIP
TEAM
STRATEGIC
DIRECTION

CLINICAL STAFF
DRIVE QUALITY
PERFORMANCE
AND
IMPROVEMENT

NON-CLINICAL
STAFF
FACILITATE
PROCESSES

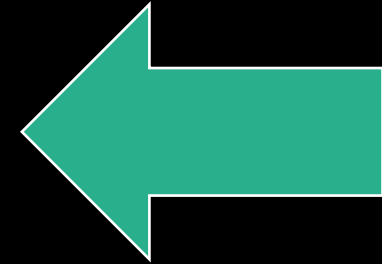
COMMUNITY
CONSUMER

Quality Plan:

- Your Quality Mission
- Regulatory Requirements
- Committee Structure

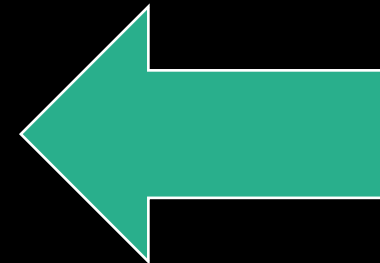
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- Heartbeat of your program
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COMMITTEES:

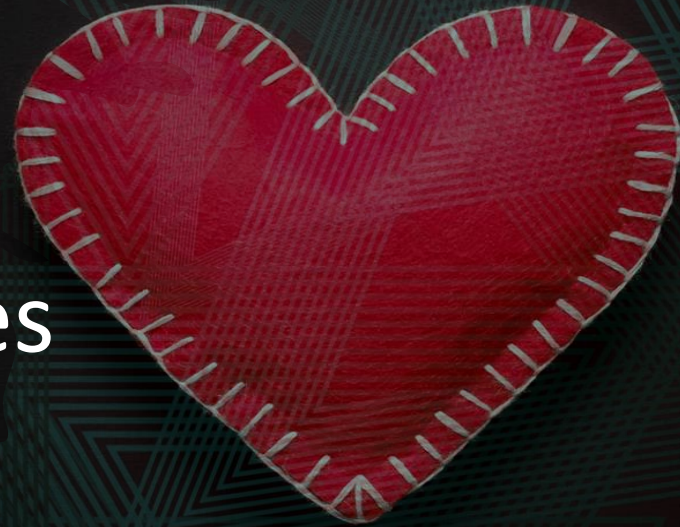
HEARTBEAT OF YOU PROGRAM

- Focuses Your Organization's Quality Direction
- Drive Engagement and Interdisciplinary Collaboration
- Creates Momentum Through Action!



COMMITTEES:

- Bylaws
- Quality or Strategic Initiatives
- Determined from your Quality Plan




COMMITTEE MEMBERSHIP:

- Stakeholders
- Interdisciplinary
- Charters
- Regulations - CoP



SUCCESSFUL COMMITTEES:

- Engagement
 - Information is Shared Outside the Meeting
 - Forward Progress – Meaningful Meetings
 - Mindful Membership – Avoid Duplication
 - Succession Planning
- 

Nursing Partnerships



NURSING PARTNERSHIPS: IDEAL STAKEHOLDERS

- Change Agents
- Frontline and Involved Heavily in Process Flow
- Motivated by Quality and Patient Outcomes
- Nurses are Doers



Nursing Process

Scientific Method



SUCCESSFUL NURSING PARTNERSHIPS NEED:

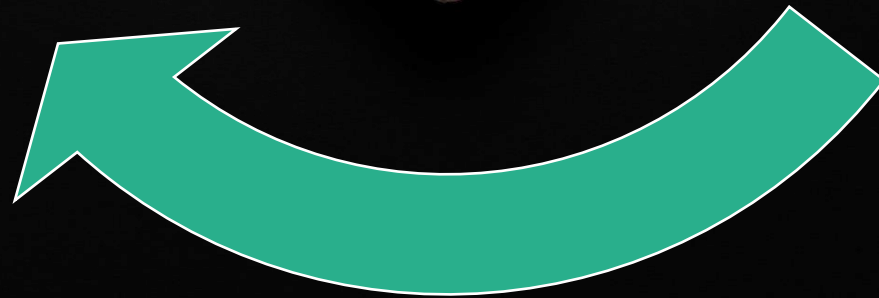
- Right Nursing Stakeholders
- Good Communication
- Trust
- Action and Follow Up – Close Loop!
- Ongoing Guidance and Support



Know The
Nursing Culture

Key to
Change
Management

How Do They
Handle
Change?



NURSING PARTNERSHIPS: COMMITTEE LEVEL

- Right Nursing Stakeholder
 - Purposeful Meetings/ Structured
 - Time is Valuable – Meeting Need ACTION!
 - Meeting Times are Key
- 

HOW DO YOU MAKE CHANGE HAPPEN?



GET HELP
ASSESSING THE
PROBLEM



DISCUSS WHAT
THE BARRIERS
ARE



DETERMINE A
REALISTIC GOAL
TO MEASURE
SUCCESS



DEVELOP
INTERVENTIONS
TO SUPPORT
THE CHANGE

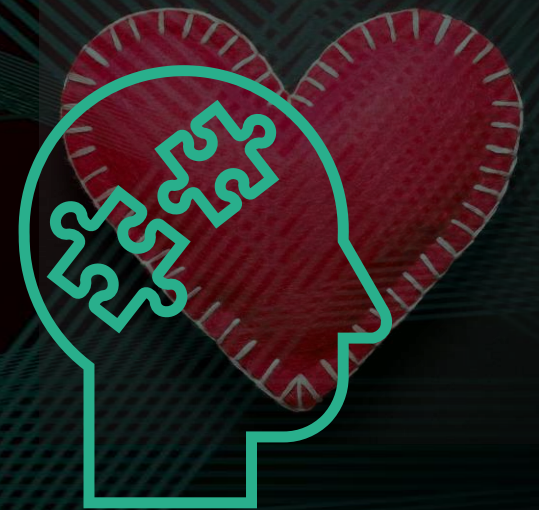


SHARING DATA:

- Present Data in the Right Way to Tell the Story
- Establish Your Baseline Data
- Use your Problem Statement and Goal to Drive the Efforts of the Project
- Be Consistent on Sharing Progress

NURSING NEEDS-

- To Feel Quality is Supporting , Not Judging Them
- That Quality Understands Workflow and Barriers
- Nurses Need to Feel Respected
- To Be Challenged to Grow
- Accountable to Their Quality Results



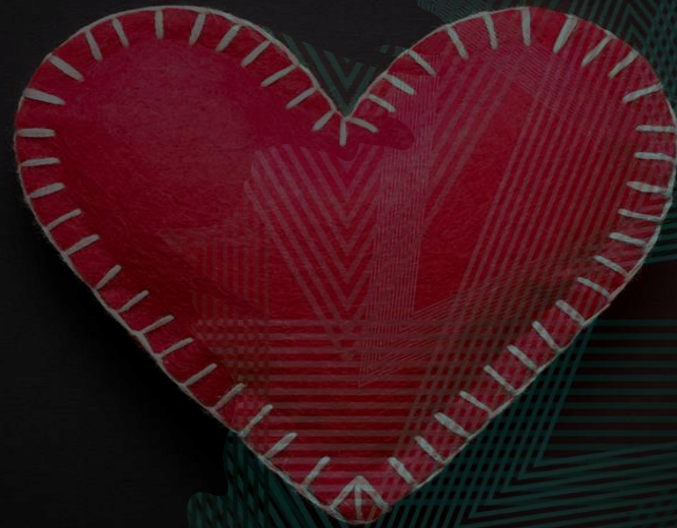
HOW TO AVOID RESISTANCE:

- Have a Good Plan and Communicate the Why
- Support from Your Nursing Stakeholder
- Integrate Change into Their Workflow
- Go at the Right Pace
- Share Progress/Celebrate!



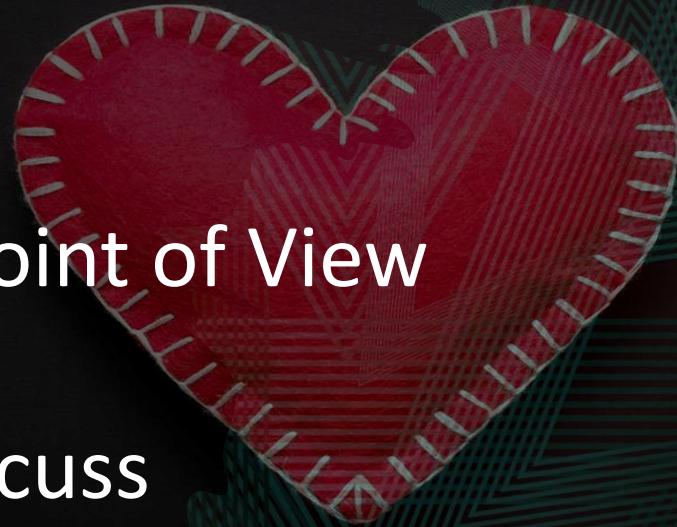
HOW DO YOU HANDLE THE RESISTANCE:

- Do Not Take It Personal
- Pick your Battles
- Remain Professional
- Be Strategic With the Change
- Learn to Manage Conflict Effectively



CONFLICT TIPS -

- Don't Avoid the Conflict
- Try to Understand Their Point of View
- Find the Right Time to Discuss
- Use a Neutral Party You Both Trust
- Remember Your Partners in Quality



SUCCESSFUL NURSING PARTNERSHIPS NEED:

- Right Nursing Stakeholders
- Good Communication
- Trust
- Action and Follow Up – Close Loop!
- Ongoing Guidance and Support



RECAP!



Sustainability

SUSTAINABILITY: PARTNERSHIPS WITH NURSING



Keep Building Relationships with Nursing Stakeholders



Keep Transparent with Quality Data



Engage and Onboard New Stakeholders on Next Project



Make Efforts to Learn Their Workflow

SUSTAINABILITY:

Keep your Foundation **STRONG!**

Stay Current

Engage New Team Members

Education is Key – Conferences, Web Trainings

SHARED ACCOUNTABILITY:



THIS IS A JOURNEY.....



QUESTIONS?

